



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

April 27, 2009

Zoyla Rice, HR Manager  
Superior Anhausner Foods, Inc.  
6701 Wilson Avenue  
Los Angeles, CA 90001

Dear Ms. Rice:

RE: FINAL MONITORING VISIT REPORT for Superior Anhausner Foods, Inc. (Superior)  
ET08-0292

Date of the Visit:	04/24/09
Beginning/Ending Time:	9:00 a.m. – 1:30 p.m.
Date of Last Visit:	11/21/08
Visit Location:	Los Angeles
Persons in attendance:	Zoyla Rice-Contreras, HR Manager, Superior Anhausner Foods Elsa Wadzinski, Contract Analyst, ETP
Action Required:	No

Term of Agreement:	12/31/07-12/30/09	Agreement Amount:	\$269,250
Training Start Date:	01/08/08	Average No. to Retain:	110
Date Training must be Completed:	09/29/09	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	Job 1 - 200 Job 2 - 110

## **SUMMARY OF ACTION REQUIRED FROM THIS VISIT:**

None

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[www.etp.ca.gov](http://www.etp.ca.gov)  
ETP (04/15/05)

**FINAL REPORT SUMMARY:**

The Agreement was executed on November 27, 2007 and training began on January 3, 2008. You reported that all ETP training was completed on February 12, 2009, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – December 30, 2009.

ETP approved Agreement Amendment No. 1, which was executed on January 15, 2009, revising the weighted average of training hours from 150 hours to 200 hours, and adding a Job 2 (Phase II) to train 45 trainees hired from a neighboring company that went out of business. The revisions increased the estimated number to train from 60 to 110; as well as the total Agreement amount, from \$135,000 to \$269,250.

You advised the Analyst, that 99 of the 110 trainees estimated to be retained (90%), specified on Chart 1, Exhibit A of the Agreement, have completed training and will complete the 90-day retention period. Assuming all other Agreement requirements are met, Superior will earn approximately \$186,795 (69%) of the total ETP Agreement amount. Since you have been paid \$111,931.75 to date, you will receive an additional \$74,863.25 in funding if the anticipated number to retain is verified during the final fiscal closeout.

Ms. Wadzinski commented that the last day to provide training under this Agreement is September 29, 2009, and asked why training ended on February 12, 2009. You advised the Analyst that Superior Anhausner Foods was in the process of being purchased by Sysco Foods, and at that time, the company made the decision to cease training.

In discussing the ETP training provided, you commented that although Superior did not complete 100 percent of the training, it was able to provide employees with Business Skills, Commercial Skills and Computer Skills training, which increased sales and profit to the extent that Sysco bought them. You commented that the training helped with the implementation of new processes and systems for more structured delivery times, allowing the company to meet specific delivery windows, that lead to improved operations throughout the company. You further commented that the training provided has directly helped several trainees obtain employment elsewhere, where they used the knowledge received from training, as a benefit they can bring to their new employer. Further, the Communication Skills training has helped employees gain skills needed to work learn what their customer needs are, so they could work on providing quality customer service in the areas needed.

The Analyst discussed the implementation of the ETP training plan, and questioned if you encountered any barriers when implementing your ETP training program? You responded by stating that this was Superior's second project, and that you did not experience any barriers in training implementation.

In closing, you reported that ETP's websites are user-friendly, and it was easy to use the systems and enter data. You did comment that on occasion you did run into instances where the system would not allow you to correct data that was inadvertently entered incorrectly, but added that ETP staff was always available to provide assistance, and provided good support throughout the term of the Agreement.

**PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

Job Number	Number to Retain	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training (in Reten.)	Number of Trainees Completed Retention
1	65	66	3	61	61	61
2	45	39	0	38	38	29
Total	110	105	3	99	99	90

**ATTENDANCE ROSTERS:**

The Analyst reviewed attendance records of 26 trainees who completed training. The review of the Class/Lab Rosters revealed that the Rosters were completed correctly and met ETP requirements; the Agreement curriculum was provided as specified; and you are in compliance with the ratio of one trainer to 20 retrainees, as specified in the Agreement Training Plan.

You were advised that these findings are based only on the training records reviewed during this Visit and represent only a sample of the training records completed to date. Further that it is your responsibility to ensure that all training records are in compliance with Panel requirements for auditing purposes. [Reference: Title 22 California Code of Regulations, Section 4442)]

**AUDIT:**

Superior will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

**RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Elsa Wadzinski at (818) 755-3634 or by email at [ewadzinski@etp.ca.gov](mailto:ewadzinski@etp.ca.gov) within ten (10) working days from the receipt of this report.

Sincerely,

**Signature on file**

Wally Aguilar, Regional Program Manager  
North Hollywood, Regional Office

**Signature on file**

Elsa Wadzinski, Program Analyst  
North Hollywood, Regional Office

cc: David A. Guzman, Chief, Audit's & Program Operations Division  
Kulbir Mayall, Manager, Fiscal and Certification  
Master File  
Project File

Date report mailed to Contractor 5/7/09